

**LOUISIANA TECHNOLOGY INNOVATIONS FUND - PROGRESS REPORT**

**September 3, 2004**

**I DEPARTMENT/AGENCY**

Division of Administration/Office of Electronic Services

**II PROJECT TITLE**

Louisiana e-Government Portal  
LTIF Log No.: 02-011

**III PROJECT LEADER**

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**IV DESCRIPTION OF THE PROJECT**

This project has established an enterprise level State e-Government Portal focused on ensuring that Louisiana can meet the increasing demands of its constituents for immediate, comprehensive access to state government. The project includes:

- A hardware/software infrastructure to host the State Portal and extensible to agency web sites in a platform consistent with the enterprise security architecture standard.
- An operational e-Government Portal.
- A content management system allowing agencies to better manage their information assets.
- A Citizen relationship management system ensuring that needs and concerns of users of the state portal are addressed accurately, timely, and consistently.
- An Enterprise Search capability that can be utilized by all state agencies.
- Integration of eServices using eCommerce capabilities of the software infrastructure
- Four agency web sites demonstrating the applicability and effectiveness of the portal platform as a statewide resource.

**V PROJECT STATUS**

A. Brief Summary

Originally, the portal project was planned to be 100% complete at this time. At this time 98% of the original goals have been met, however, additional capabilities have been incorporated that extend the Portal solution beyond its original expectations. These additional capabilities fall primarily in the area of common portal infrastructure to allow agencies to offer online services both efficiently and securely. The remaining activities will port the production baseline to the latest version of IBM's Websphere Portal product operating on a new set of server hardware.

The following summarizes the status of the project activities:

1. The Content Management system was established as a product standard in June, 2002 and subsequently implemented in September 2003. This element of the portal project is fully available at this time and is supporting the Portal development.
2. The Citizen Relationship Management software, Ask Louise, was launched operationally in July 2003. This element of the portal project is fully operational.
3. The Enterprise Search capability has been established as a line of service based on the Verity Infoseek search engine. Enterprise search has been tuned to support the increased demand of the Portal and is fully available at this time. Several agencies are currently utilizing the Search line of service.
4. A design firm worked with OES personnel to establish the portal graphic design and the initial Portal style guide. These have been available since March 2003 and were utilized in the competitive selection of the Portal developer under the CSSA. This level of design greatly facilitated fastracking the portal implementation.
5. This Portal developer selection was handled under the Web area of the CSSA. Six of the ten CSSA Web Tier 1 qualifiers competed for the Portal initiative. This activity was initiated in March 2003 immediately after the Tier 1 CSSA contracts for the Web area were in place. IEM was selected in May 2003 and began work in June 2003.
6. An Invitation to Bid (ITB) process was used through the Office of State Purchasing to set the state standard for Application Platform Suite (APS). Because this is the software baseline required for the Portal, the final portal design and implementation was dependent on selection of this standard. Using the ITB, the IBM Websphere product family was selected in May 2003 as the state standard for APS and the appropriate components of that product line for the Portal were acquired when the contract became effective in June 2003.
7. A Memorandum of Understanding was executed with Louisiana Technology Park to provide the hardware hosting required for the portal. This hardware is in place, it supported the development activities of the Web Developer, IEM, selected through the CSSA process, and is currently supporting the operational baseline.
8. The IBM Websphere software necessary to host the development, test and production environments for the Portal was acquired in July 2003. The Portal developer, IEM, installed the Websphere software components on the servers at Technology Park and on the OES development desktops at Division of Administration.
9. OES worked with Louisiana Department of Economic Development and the Governor's Office to incorporate the Choose Louisiana initiative as a key theme for the Louisian.Gov Portal.
10. A comprehensive Payment Gateway Portal component was acquired to be utilized as a portal web service by any state agency to collect funds or make payments using a variety of electronic payment methods supported by the State Treasurer.

11. The detail design and initial implementation of the State Portal was completed in September, 2003. In October and November 2003 the portal was integrated with other state web resources and subjected to extensive testing. The Portal was declared ready for launch in mid-November and was brought online at the end of November 2003. The official rollout of the portal occurred, in concert with a press release, on December 2, 2003.

12. The Louisiana.gov Portal was updated to reflect the administration changes effective January 12, 2004.

13. Work on the infrastructure for participating agency web sites began in October 2003. This infrastructure has been completed and two agency web sites have been developed using the infrastructure. The infrastructure is available for use by other partner agencies based on their availability to participate.

14. eCommerce integration began in September 2003. This was completed in August 2004 when the Payment Gateway, the eLicense regulatory licensing infrastructure, and the E-Mall storefront functions were all fully operational on the Louisian.gov. The OMV applications were moved from the outsourced E-Mall service in April 2004 and the remaining E-Mall storefronts were migrated in August 2004. In addition, three state boards became operational using the eLicensing infrastructure in August 2004.

15. Migration to the latest version Websphere Portal running on a new set of Server hardware began in May 2004. The new servers will reside at Office of Computing services. This activity also includes creation of site image that can be run offsite in the event of a disaster. The Websphere upgrade will improve reliability and performance through enhanced server fail over and load balancing Features. Also, the new servers will accommodate the projected usage of the Portal and its associated services for the foreseeable future.

16. Additional hardware was installed to host the simplified user interface to the Payment Gateway and to enhance the availability of the Payment Gateway services. Payment for this hardware and the associated integration services was provided from Division of Administration funds.

B. Problems Encountered/Action Taken or Planned

- No technical problems have been encountered
- There were schedule delays early in the project because of dependencies upon two external activities; (1) Use of CSSA to select the portal development contractor and (2) selection of the Application Platform Suite product standard. OES took action to minimize the overall impact of these delays, resulting in a successful launch of Louisiana.gov in November 2003.

C. Major Milestones

Development Contractor On Board

Original -	June 2002
Actual -	June 2003

Hosting Environment (with APS)

Original -	June 2002
Actual -	August 2003

Content Management In Place

Original -	September 2002
Actual -	August 2002

Citizen Relationship Management In Place  
Original - September 2002  
Actual - July 2002

Enterprise Search Selected & Activated  
Original - September 2002  
Actual - July 2002

Portal Deployed  
Original - November 2002  
Actual - November 2003

## VI COST VS. BUDGET

	<u>Category</u>	<u>Budgeted</u>	<u>Actual</u>	<u>Projected Surplus</u>
A.	Equipment	\$137,000	\$149,806	0
B.	Software	\$464,390	\$305,468	0
C.	Telecommunications	0		
D.	Professional/Contract Services	\$366,00	\$361,720	0
E.	Other Costs	\$ 31,200	\$ 22,135	0
	<b>Total Project Cost</b>	<b>\$998,590</b>	<b>\$839,129</b>	<b>\$38,590<sup>(1)</sup></b>

(1) Estimate of additional payments will bring total cost at end of project to \$956,000, leaving projected surplus of \$42,590.

## VII ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD

A.	Vendor	IEM
	Product Description -	Upgrade Louisiana.gov to latest version of Websphere and create a disaster recovery image
	Order Number-	609382
	Amount -	\$45,000
B.	Vendor	Northrop Grumman
	Product Description -	Servers
	Order Number-	3763668
	Amount -	\$54,170
C.	Vendor	Northrop Grumman
	Product Description -	Hardware Maintenance
	Order Number-	3763673
	Amount -	\$9,200

D.	Vendor Product Description - Order Number- Amount -	Innovate Software Installation Services 3771726 \$23,500
E.	Vendor Product Description - Order Number- Amount -	Innovate Software Installation Services 3727461 \$9,400
F.	Vendor Product Description - Order Number- Amount -	Software House Java Bridge Software Upgrade Credit Card \$1,500
G.	Vendor Product Description - Order Number- Amount -	Global Data Cisco Server Switch 3761760 \$510
H.	Vendor Product Description - Order Number- Amount -	Global Data Redundant Power Supply 3755325 \$1,306
I.	Vendor Product Description - Order Number- Amount -	Right Now Technologies eServices Software License 3755669 \$23,820